

Quality Account 2025



Table of contents

Foreword from the Chief Executive Officer	3
Introduction from the Director of Nursing	4
Introduction to HFH Healthcare	5
Our Commitment to Quality and Continuous Improvement	6
Clinical Governance and Service Improvement	7
Organisational Mission Vision and Values	8
Review of Performance 2025	9
Incidents	11
2025 Highlights	13
Our Quality Priorities and Goals for 2026	15
Equality Diversity & Inclusion	18
Internal Quality Monitoring and Corporate Assurance	18
Data Security and Protection Toolkit (DSPT)	19
Summary and Outlook	19

Contact Us

London Office

Tuition House, 27-37 St George's Road, Wimbledon, SW19 4EU

Tel: 020 8944 8831

Southeast Regional Office

Basepoint, Stroudley Road, Basingstoke, Hampshire, RG24 8UP

Tel: 01256 224822

Forward from our Chief Executive Officer

Following our 2024 Quality Account, I am delighted to share that HFH Healthcare continues to demonstrate a strong commitment to delivering the highest standards of safe, effective, and compassionate care across all our services.

We have always prioritised client safety, clinical excellence, and person-centred care and this Quality Account highlights our achievements, benchmarks our performance against industry standards, and outlines our strategic initiatives designed to enhance client outcomes. By sharing both our progress and the challenges we face, we aim to foster trust and collaborate with our clients, their families, and our wider community. I am proud that this commitment has been recognised in our recent CQC inspection, report, and rating.

We remain committed to the annual publication of our quality performance and service developments as a reflection of our dedication to continuous improvement and excellence. This report represents the collective effort, professionalism, and compassion of our entire workforce, from frontline staff to senior leadership, whose commitment underpins everything we do.

We continue to learn from experience, embrace innovation, and adopt best practice to strengthen the quality and safety of the care we provide. Through reflection and ongoing improvement, we strive not only to meet expectations but to exceed them, ensuring the best possible outcomes for those we support.

I invite you to read this report to gain insight into our quality initiatives, performance outcomes, and future priorities. By working together, we can build on our achievements and address areas for improvement, ensuring that HFH Healthcare remains at the forefront of high-quality, person-centred care.

Thank you for your continued trust, support, and partnership.

Sally Yandle CEO



Introduction from our Director of Nursing

As Director of Nursing for Complex Care Services at HFH Healthcare, I am pleased to present our Quality Account for 2026. Over time, I have been proud to contribute to sustained and meaningful progress in the quality of care we deliver. This document reflects not only how far we have come, but how learning, reflection and continuous improvement have shaped our journey and will continue to guide our future.

Over recent years, we have strengthened our services through a clear focus on learning from experience, innovation, and evidence-based practice. Our approach to quality goes beyond compliance; it is rooted in a culture of curiosity, development, and shared responsibility for achieving the best possible outcomes for our clients and their families.

Significant progress has been made through the implementation of enhanced clinical governance arrangements, the refinement of advanced clinical protocols, and the thoughtful adoption of innovative technologies. Alongside this, we have continued to evolve our education and training programmes, ensuring our workforce is supported to develop their knowledge, confidence, and clinical expertise. Continuous learning remains central to our practice, enabling us to adapt, improve and respond effectively to the increasingly complex needs of those we support.

This Quality Account offers a transparent account of our progress during 2025, outlining key developments, lessons learned and the positive impact these have had on service delivery. It stands as a reflection of the professionalism, commitment, and resilience of our teams, who consistently demonstrate a willingness to learn, innovate and improve.

I am extremely proud of the progress we have made and remain committed to building on these strong foundations. Looking ahead, we will continue to prioritise quality, invest in learning and development, embrace new challenges and opportunities, and drive further improvement to ensure the highest standards of compassionate, person-centred care.

Thank you for your continued interest in the work we do. Your engagement and feedback are invaluable as we continue our journey of improvement and learning.

Wendy Hope
Director of Nursing



Introduction to HFH Healthcare

At HFH Healthcare, our priority is delivering safe, effective, compassionate, and person-centred care for adults and children transitioning from hospital to home.

Our nurse-led services follow the highest clinical standards and evidence-based practice, supported by robust governance frameworks. This ensures care is consistently safe, responsive, and of the highest quality for clients, families, and healthcare partners.

We place individuals at the heart of everything we do. Through personalised care planning, we work closely with clients, families, and multidisciplinary professionals to create care plans that reflect clinical needs, personal preferences, and desired outcomes. This holistic approach promotes independence, dignity, and a better quality of life.

HFH Healthcare delivers complex care across London, the Southeast, and Southwest England, supporting people with a wide range of complex injuries, disabilities, and long-term conditions after hospital discharge.

We recognise the vital role families play in the care journey. Our teams provide guidance, reassurance, and continuity of care, helping families feel informed, confident, and supported every step of the way.

Our staff are highly skilled and supported through in-house training, competency assessments, and ongoing professional development. This ensures every team member is clinically competent, confident, and equipped to meet the complex needs of our clients safely and effectively.

We work closely with commissioners, community nursing teams, GPs, allied health professionals, case managers, and local safeguarding services. These partnerships enhance continuity of care, risk management, and the delivery of safe, respectful, and high-quality care.

Led by experienced nurses, HFH Healthcare is committed to continuous improvement. We regularly review outcomes, feedback, and practice to ensure our services not only meet regulatory standards but, most importantly, continue to meet the needs of those we support.

Neurological conditions
(including motor neurone disease, multiple sclerosis, cerebral palsy, muscular dystrophy, stroke, and epilepsy care)

Spinal injuries (including autonomic dysreflexia, suprapubic catheter, bowel management, orthostatic hypotension, and enteral feeding)

Airway & respiratory care
(including tracheostomy, invasive and non-invasive ventilation)

Learning disabilities & autism
(where there is also a complex healthcare need)

Transition services (for adolescents with complex healthcare needs who are transitioning to adulthood)

Brain injury (including traumatic brain injury, birth trauma, tumour, stroke, brain haemorrhage and encephalitis)

Our Commitment to Quality and Continuous Improvement

At HFH Healthcare, we are committed to delivering the highest standards of care through robust quality assurance systems and a strong culture of continuous improvement. Quality, safety, and compassion underpin every aspect of our service delivery and guide decision-making at all levels of the organisation.

Robust Quality Assurance Systems

We operate comprehensive and well-established quality assurance systems that are routinely monitored, reviewed, and strengthened. These systems ensure that care remains safe, effective, responsive, and person-centred, while consistently meeting regulatory, contractual, and professional standards.

Client and Family Engagement

We actively engage clients and their families in the planning, delivery, and review of care. Feedback is gathered through annual satisfaction surveys, engagement forums, and regular face-to-face meetings, ensuring that the views and experiences of those we support directly inform service development and continuous improvement.

Safer Recruitment

Our recruitment processes are thorough, transparent, and fully compliant with regulatory requirements. Extensive pre-employment checks are undertaken to ensure all staff are suitably qualified, competent, and aligned with HFH Healthcare's values and commitment to delivering high-quality, safe care.

Ongoing Training and Supervision

We provide structured supervision, continuous training, and ongoing professional development opportunities for all staff. This approach ensures that our workforce maintains and enhances clinical competence, professional confidence, and the ability to deliver complex care safely and effectively to a consistently high standard.

Our Quality Audit Framework

HFH Healthcare operates a standardised audit framework led by designated managers and aligned to regulatory requirements and the CQC Key Lines of Enquiry. Audits are scheduled in accordance with our annual governance calendar, enabling a systematic and thematic approach to quality assurance throughout the year.

This framework supports best practice, identifies areas for improvement, informs policy review, and highlights workforce training and development needs.

Our audit programme includes, but is not limited to:



Where required, we engage external auditors to provide independent assurance of compliance with all applicable regulations, further strengthening accountability and continuous improvement.

Clinical Governance and Service Improvement

We maintain robust quality and clinical governance structures to effectively meet the health, care, and support needs of our clients. Our care planning and case management processes prioritise the physical, psychological, and emotional needs associated with each individual's condition, ensuring continuity, safety, and person-centred care.

Any actions identified through audit activity, incidents, feedback, or review processes are recorded within our Service Improvement Plan. Progress against these actions is closely monitored by lead clinicians, operational managers, clinical governance teams, and the Registered Manager.

Through these measures, HFH Healthcare ensures that care delivery is safe, caring, responsive, effective, and well-led, consistently meeting the needs of our clients while providing assurance to families, staff, and service commissioners.

Organisational Mission, Vision, and Values

At HFH Healthcare, our work is guided by four core values:

Caring – We deliver compassionate, respectful care that recognises the individuality of every client and family.

Safe – We prioritise safety through strong clinical governance, robust risk management, and evidence-based practice.

Quality Driven – We are committed to continuous improvement and consistently delivering high standards of care.

Innovative – We embrace learning, development, and new approaches to enhance outcomes and experiences for those we support.

Our Vision: To be an outstanding provider of expert, clinical, person-centred care for children and adults.

Our Mission: We work collaboratively with our clients, their families, and service commissioners to create a quality-focused, safe, and respectful environment in which our clients can thrive.

Demonstrating Our Commitment to Our Mission, Vision, and Values

At HFH Healthcare, our ethos is to ensure every client receives care that is tailored to their individual needs, preferences, and goals. We prioritise the development of meaningful and trusting relationships between clients and their core care teams, ensuring individuals feel respected, supported, and confident throughout their care journey.

HFH Healthcare provides outcomes-focused complex nursing care that promotes independence, autonomy, and choice. Whether supporting recovery, rehabilitation, or the long-term management of complex conditions, our multidisciplinary teams work collaboratively with clients to improve health outcomes and enhance quality of life. Listening to our clients is central to our approach. By understanding how individuals wish their care to be delivered, we ensure services respond to their physical, psychological, and emotional needs in a holistic and compassionate way.

We continue to invest in the development of high-quality healthcare services through our dedicated training centres in London and the South East. All staff undertake ongoing professional development and competency-based training to maintain safe, current, and evidence-based practice. In addition, our training teams are fully mobile and equipped to deliver education and practical training directly within the community, enabling carers to access high-quality training and support in the environments where care is delivered.

Training in communication, equality, diversity, and cultural competence further ensures our teams consistently uphold HFH Healthcare's values in practice. This supports a culture of respect, inclusion, and person-centred care, ensuring the voice, preferences, and autonomy of our clients remain central to everything we do.

Client Feedback

We actively request our clients and their family members to complete an annual satisfaction questionnaire regarding their experiences and satisfaction with the care and support they receive from HFH Healthcare.



In addition to our client's feedback on the services we provide, our clients and their family members also have the opportunity to nominate a carer of the month and/or care team of the quarter. These nominations are reviewed by a panel of staff and the winner/s announced at our monthly News & Views meeting. All winners are awarded a certificate and gift.

Review of Performance 2025

Focus on Business Growth and Opportunities

A review of HFH Healthcare's performance in 2025 demonstrates significant and sustained growth across the organisation. This growth reflects increasing demand for our complex care services and our continued commitment to delivering safe, high-quality, and person-centred care.

In preparation for continued expansion, we undertook a comprehensive review of documentation, policies, procedures, and operational processes to ensure they remain robust, current, and aligned with regulatory requirements, best practice, and the evolving needs of our clients and workforce.

Digital Innovation Supporting Safe Community Care

Our continued investment in digital technology strengthens safety, oversight, and responsiveness across our community services. Integrated IT systems provide real-time information, enabling faster decision-making, better coordination, and safer care for people in their own homes.

Key systems and benefits include:

Integrated Care Management Information System Platform

- One central system for rotas, care plans, care documentation, eLearning, HR records, carer competencies, client welfare records, and Virtual Care Round (VCR) documentation.
- Ensures accurate, up-to-date information is available to carers, nurses, and managers.
- Supports consistent documentation and safer care planning, enabling teams to respond quickly to changes in a client's condition.
- Improves communication and continuity of care across community teams.

CMIS Digital “Wall Boards” for Live Operational Oversight

CMIS digital “Wall Boards” provide managers and operational teams with real-time visibility of service delivery across the organisation. These live dashboards present key operational information in an accessible visual format, enabling managers to monitor activity, anticipate risks, and respond quickly to emerging issues throughout the day.

The wall boards display a range of critical information, including:

- Upcoming shifts, allowing teams to confirm staffing coverage and identify any potential gaps in advance.
- Carer clock-in and clock-out activity, providing immediate oversight of staff attendance and supporting prompt follow-up where staff have not arrived or logged in as expected.
- Upcoming competency revalidations, ensuring that staff training and clinical competencies remain up to date and supporting proactive workforce compliance monitoring.
- Daily oversight of Virtual Care Record (VCR) actions, helping managers track outstanding documentation, clinical updates, or required follow-up actions in real time.

By bringing these key operational indicators together in one centralised view, the CMIS wall boards support proactive management and timely decision-making. Managers are able to identify staffing gaps, missed visits, training compliance issues, or documentation delays at an early stage and take prompt corrective action.

This real-time oversight enhances service safety, continuity of care, and accountability, ensuring that operational issues are addressed quickly before they impact clients. It also strengthens communication between operational, clinical, and management teams by providing a shared, transparent view of service performance throughout the day.

Ultimately, the use of CMIS digital wall boards supports more efficient coordination of care delivery, improved workforce management, and stronger assurance that safe, high-quality care is being maintained across all services

Governance & Incident Reporting within CMIS

- Fully integrated governance framework for recording, analysing, and responding to incidents, complaints, safeguarding concerns, and near misses.
- Provides real-time structured oversight, ensuring that issues are addressed promptly and lessons are shared to improve safety and care quality.

Real-Time Workforce Safety and Compliance

- Digital monitoring of carer competencies, mandatory training, and skill revalidation.
- Ensures staff have the appropriate and up-to-date skills to deliver safe care in the community.

Recruitment Applicant Tracking System (ATS)

- Improves visibility of recruitment activity and candidate progress.
- Reduces time-to-hire, supporting safe staffing levels and continuity of care for clients.

GP Connect Integration

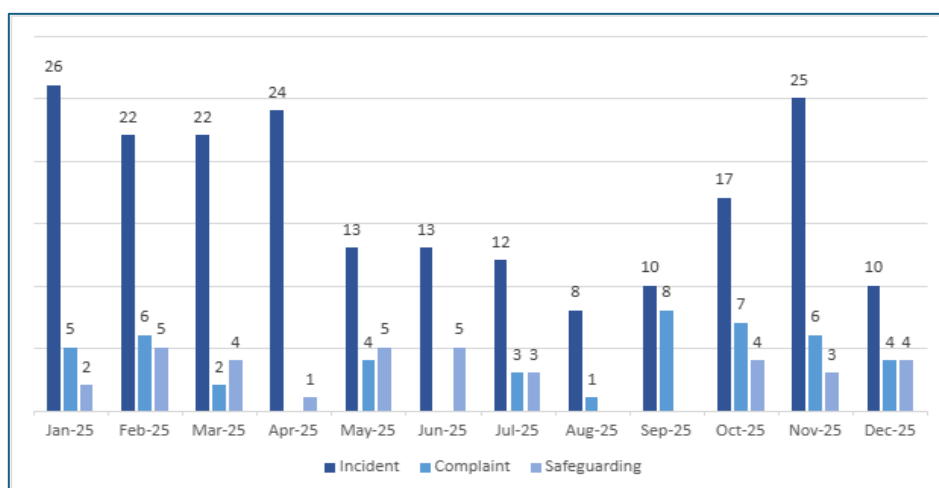
- Gives nurses secure, real-time access to GP records, including medication information.
- Supports safe medicines management by ensuring MAR charts reflect up-to-date prescriptions and GP changes.
- Reduces risk of medication errors and enhances clinical decision-making.

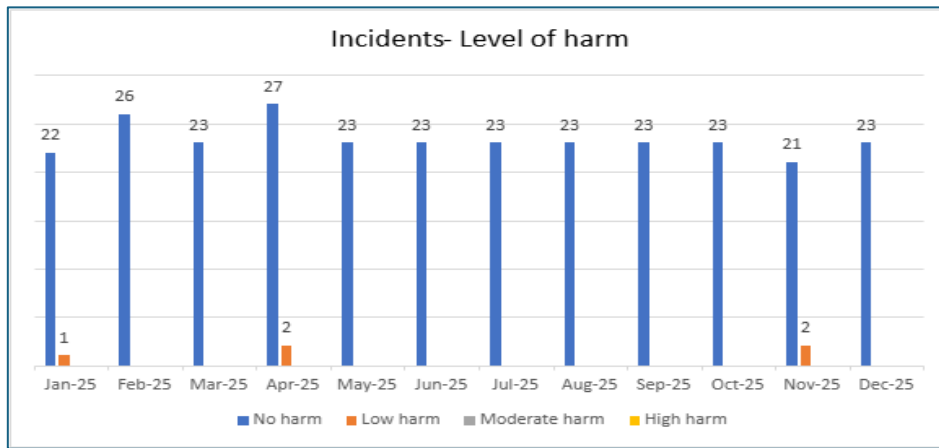
Impact for Community Care

These digital initiatives strengthen client safety, care coordination, and service oversight. By providing real-time information, structured governance, and workforce monitoring, our teams are empowered to deliver safe, reliable, and high-quality care within people's homes.

Incidents

In 2025, all recorded incidents resulted in no or low harm, reflecting HFH's strong risk management and proactive approach to early intervention.

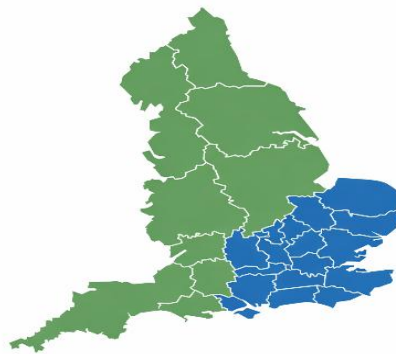




Client Locations and Service Expansion

During 2025, the number of clients supported by HFH Healthcare increased significantly, reflecting both business growth and increased trust from clients, families, and commissioners.

As a result of this growth, HFH Healthcare expanded its geographical reach beyond that of 2024 and now delivers complex care services across the following areas:



This expansion has been carefully managed to ensure that service quality, governance oversight, and clinical support remain consistent across all locations.

Looking Forward

The growth experienced during 2025 has provided valuable opportunities to strengthen governance arrangements, refine operational processes, and further invest in workforce development. HFH Healthcare remains committed to sustainable growth that prioritises safety, quality, and positive outcomes for clients, families, and staff.

2025 Highlights

Care Quality Commission (CQC) Inspection

In July 2025, HFH Healthcare underwent a Care Quality Commission (CQC) inspection conducted over two days. The inspection focused on the Safe and Well-

led key questions and assessed 15 quality statements under the CQC Single Assessment Framework.

The outcome of the CQC inspection was that HFH Healthcare retained a rating of Good in all five KLOE domains of Safe, Caring, Responsive, Effective and Well Led.

The inspection summary report can be found here: [HFH Healthcare Limited HTML report for assessment AP15388 - Care Quality Commission](#)

During the inspection, inspectors engaged with head office staff, visited clients and their families in their homes, and spoke directly with carers to gain a comprehensive understanding of care delivery, leadership, and governance across the organisation.

Feedback from the inspection confirmed that HFH Healthcare is a well-led organisation, demonstrating strong clinical oversight, effective teamwork, and a clear commitment to safety, quality, and continuous improvement and provides assurance to clients, families, staff, and commissioners that care is delivered in a safe, compassionate, and person-centred manner.

Excerpts from our latest CQC inspection report can be seen below:

Safe Care and Treatment

- The service ensured there were sufficient numbers of qualified, skilled, and experienced staff to deliver safe and high-quality care.
- Care visits and staff shifts were well coordinated, supporting continuity of care through consistent staffing teams familiar with individuals' complex health needs, preferences, and daily routines.
- Staff worked effectively together to deliver safe care and treatment.
- People were protected from harm, and risks were well understood, managed, and reviewed.
- Potential risks within clients' home environments were identified, monitored, and controlled.
- Equipment and facilities were well maintained and supported the safe delivery of care.
- Medicines management and infection prevention and control processes were effective and well managed.

Culture, Leadership, and Governance

- The service fostered a positive, open culture where people felt able to speak up and have their voices heard.
- Staff felt supported, treated fairly, and confident in providing feedback.
- Managers and staff demonstrated shared values centred on listening, learning, and trust.
- Managers were knowledgeable, supportive, and actively supported staff development.
- Staff and managers understood their roles and responsibilities within the organisation.
- There was a strong culture of continuous learning and improvement, with incidents thoroughly investigated and reported.

Person-Centred and Inclusive Care

- People with protected characteristics felt supported and respected.
- People received continuity of care from a consistent group of carers who understood their personal and health care needs.
- People reported receiving consistently safe care from competent staff who were well supported by office-based managers, nursing teams, and administrative staff.
- Clients described feeling safe with their regular carers, who treated them with kindness, dignity, and compassion.

Listening and Responding

- People felt able to raise concerns or make complaints without fear and were confident that issues would be listened to and addressed appropriately.
- The service worked effectively with external health and social care professionals and partner organisations to deliver coordinated care and remained open to innovative practice.
- In 2025 we received and responded to eighteen complaints.

Our Quality Priorities and Goals for 2026

HFH Healthcare remains committed to continuous improvement, ensuring that growth in service delivery is matched by robust clinical oversight, workforce development, and strong governance. Our quality priorities for 2026 have been shaped by client and family feedback, staff engagement, audit findings, and regulatory learning.

Nurse Case Manager (NCM) Presence in Clients' Homes

In 2026, we will continue to increase the time NCMs spend in clients' homes to strengthen clinical oversight, enhance outcome-focused reviews, and further support safe and consistent care delivery. Caseloads will continue to be carefully managed to ensure that NCMs can maintain meaningful engagement while prioritising client safety and quality of care.

Expanding Clinical Skills and Knowledge Across the Workforce

During 2026, we will further align nurse and carer training with recognised specialist authorities and multidisciplinary networks, including respiratory, spinal injury, and acquired brain injury (ABI) services. This will ensure that care delivery remains evidence-based, specialist-informed, and responsive to complex needs.

Client-Specific Care Team Supervision and Learning

In 2026 in addition to existing quarterly individual supervision, we will further embed structured client-specific care team supervision sessions. These sessions promote shared learning, reinforce roles and responsibilities, and provide a forum to reflect on compliments, challenges, and improvement opportunities.

Robust Carer Preparation and Workforce Stability

In 2026, we will continue to strengthen our carer training, induction, and orientation processes, further preparing both new and experienced staff for the delivery of complex care. This approach aims to reduce unnecessary staff turnover, improve continuity, and maintain financial efficiency.

Transparency, Digital Assurance, and Regulatory Alignment

In line with our annual CQC Provider Information Return (PIR) and our vision to be an outstanding provider of expert clinical person-centred care, we will continue to demonstrate transparent, nurse-led governance through the use of our digital Audit Portal. This system supports real-time oversight of audits, actions, and outcomes, strengthening assurance for commissioners, regulators, and internal governance structures.

Safety and Governance Priorities

HFH Healthcare remains committed to demonstrating the depth of our experience, the robustness of our governance arrangements, and the quality and effectiveness of our nurse-led model of care. We recognise the challenges commissioners face in assessing provider capability in an increasingly crowded market and remain committed to supporting transparent, evidence-based assurance of our services.

We will continue to work closely with service commissioners, providing clear and consistent evidence of clinical case management, workforce training and competency, changes in client health needs, service delivery challenges, and ongoing clinical and operational oversight through monthly and quarterly provider reports.

SAFE

HFH is committed to ensuring everyone is safe, secure, and protected from harm, abuse, neglect, bullying, harassment, and discrimination.

Key safety measures:

- Proactive Safeguarding: Staff trained to recognise and respond to abuse or neglect.
- Individualised Risk Management: Care plans and risk assessments tailored to each person.
- Policy & Legal Compliance: Practices follow safeguarding laws, Mental Capacity Act, and Deprivation of Liberty Safeguards.
- Dignity & Respect: People's rights and choices are central to all care.
- Oversight & Monitoring: Regular audits, supervision, and incident reporting ensure prompt action.
- Speaking Up Culture: Staff and clients can raise concerns safely and confidently.

CARING

HFH is committed to ensuring everyone is treated with kindness, empathy, and compassion, recognising that each person's experience and choices matter.

How we demonstrate caring:

- Person-Centred Support:
 - Care and interactions respect individual wishes and choices
 - Focus on achieving the best possible outcomes
- Promoting Independence:
 - Support tailored to help people live as independently as possible
- Working with Health Professionals:
 - Ongoing monthly meetings with CHC
 - Working alongside the community MDT
 - Sharing knowledge and learnings to improve care
- Respect and Dignity:
 - Every person is treated with compassion and understanding
 - Ensures their experience of care is valued

RESPONSIVE

HFH ensures that people and their communities are at the centre of care planning and delivery, with services tailored to meet their individual and collective needs.

How we stay responsive:

- Person-Centred Care:
 - Clients are actively involved in planning and making decisions about their care and treatment
 - Ensures care reflects individual preferences and priorities
- Joined-Up, Flexible Support:
 - Care is accessible, coordinated, and adaptable to meet diverse health and social needs
 - Promotes continuity of care and supports choice
- Clear, Tailored Communication:
 - Information provided in formats suited to individual needs
 - Ensures clients and families are fully informed and empowered
- Feedback and Continuous Improvement:
 - Easy for clients and families to share ideas, give feedback, or raise concerns
 - Demonstrates what changes have been made as a result

EFFECTIVE

HFH ensures that people and communities receive care that meets their individual needs and respects protected equality characteristics, with services working in harmony around the person.

How we ensure effectiveness:

- Needs-Based Care:
 - Care, support, and treatment are tailored to individual and community needs
 - Services coordinated to place people at the centre of their care
- Culture of Continuous Improvement:
 - Teams actively monitor outcomes and explore best practice
 - Learning is embedded into everyday work to enhance care quality
- Rigorous Clinical Oversight:
 - Digital documentation tracks clinical contact and care delivery
 - Regular client-centric reviews by the internal MDT

- Monthly Virtual Care Round (VCR) meetings with nurses and care coordinators
- Quarterly clinical reviews conducted by nurse case managers

WELL LED

HFH fosters an inclusive culture of continuous learning and improvement, centred on the needs of clients and communities. Leaders and staff share this commitment, working together to deliver safe, integrated, person-centred, and sustainable care, while reducing inequalities.

How we demonstrate strong leadership:

- Supportive Leadership:
 - Leaders proactively support staff and collaborate with partners to improve care delivery
 - Encourage a culture of learning, accountability, and innovation
- Client-Focused Initiatives:
 - Introduced communication aids, hospital passports, and home emergency folders containing care plans and MAR charts
 - Ensures care is well-coordinated, safe, and responsive to individual needs
- Enhanced Carer Training:
 - New training aids include:
 - Tracheostomy & Ventilation workbooks
 - Spinal workbooks
 - “How to” folders with visual guides for clinical interventions
 - Paediatric workbooks
 - Ensures carers have specialised knowledge and confidence to deliver high-quality care
- Workforce Planning:
 - Assigned appropriate nurse-to-client ratios to support safe, effective case management

Equality, Diversity, Inclusion and Culture of Safety

At HFH, equality, diversity, and inclusion are central to our care and workforce culture, ensuring that every individual is valued and respected.

How we promote equality:

- Diverse Workforce:
 - Staff from over 60 nationalities, bringing diverse perspectives to enhance cultural sensitivity
 - Strengthens personalised care and understanding of different needs
- Adapted Communication and Support:
 - Care and information tailored to individual preferences and needs
 - Enables clients to participate fully in decisions about their care
- Reducing Inequalities:
 - Promotes inclusion and fairness across all services
 - Ensures safe, person-centred care that respects dignity, rights, and cultural differences

Internal Quality Monitoring and Corporate Assurance

HFH maintains rigorous internal monitoring to ensure complex care is delivered to the highest standards, consistently meeting regulatory outcomes of “Good” or better. How we monitor and assure quality:

- Continuous Quality & Safety Monitoring:
 - Tracks key indicators to ensure care is safe, effective, and person-centred
- Structured Governance:
 - Regular governance meetings with clear reporting lines
 - Ensures prompt action on concerns and accountability
- Analysis & Learning:
 - Review of incidents, complaints, compliments, and emerging trends
 - Facilitates shared learning and service improvement across the organisation
- Oversight by Leadership:
 - Departmental leads and the Senior Leadership Team ensure action plans are implemented and learning is embedded
- Staff Development & Engagement:
 - Ongoing internal and external training
 - Shared learning events and accessible communication channels
 - Promotes a culture of openness, continuous improvement, and professional growth

Data Security and Protection Toolkit (DSPT)

HFH Healthcare is committed to the highest standards of data security and information governance. Using the nationally recognised Data Security and Protection Toolkit (DSPT), we measure compliance against the National Data Guardian’s ten standards.

Our 2025 DSPT assessment, completed in July, rated us as exceeding the standards, demonstrating that robust systems and controls are in place to protect personal data across the organisation.

These measures support a proactive culture of safety, accountability, and continuous learning, ensuring care remains safe, transparent, and consistently improving for clients, families, staff, and commissioners.

Summary and Outlook

This Quality Account reflects HFH Healthcare’s continued commitment to delivering safe, effective, and person-centred care. Throughout 2025, we have strengthened our governance processes, invested in workforce development, enhanced digital oversight, and continued to improve the quality and consistency of our services.

Our focus remains on learning from experience, listening to the voices of our clients and staff, and using data and feedback to drive continuous improvement. By maintaining strong clinical leadership, robust quality monitoring, and ongoing

professional development, we aim to ensure that every client receives care that is safe, responsive, and tailored to their individual needs.

As we look ahead to 2026, HFH Healthcare will continue to build on these foundations, working collaboratively with clients, families, carers, and healthcare partners to further strengthen our services and support the delivery of high-quality complex care in the community. Our commitment to excellence, innovation, and compassion will remain at the heart of everything we do.

We appreciate you taking the time to read our Quality Account and to learn more about the care and services we provide. Your interest and engagement help us continue to improve and deliver safe, compassionate, person-centred care.

With thanks

Wendy Hope - Director of Nursing